



Job Location: 400 Deaderick Street, Nashville, TN 37243

**Rehabilitation Services Director of Strategic Initiatives
(DHS Program Director 4 – Division of Rehabilitation Services)**

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Division of Rehabilitation Services is responsible for the administration of the Department's programs and services for individuals with disabilities. This includes the Vocational Rehabilitation (VR) Program, which seeks to provide employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities, and resources; Disability Determination Services which operates by agreement between the State of Tennessee and the Social Security Administration to process Social Security and Supplemental Security Income disability claims; the Tennessee Technology Access program which provides information about and access to assistive technology devices and services; and the Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing which provides information and services to, and advocacy for, the deaf, deaf-blind and hard of hearing community throughout the state.

Under the general supervision of the Assistant Commissioner for the Division of Rehabilitation Services, the Director of Strategic Initiatives is responsible for developing, overseeing and assisting with the implementation of programs and projects that support the division's vision and short- and long-term goals. The Director will be required to execute projects or initiatives in accordance with the needs of the division and in compliance with applicable federal and state regulations. This includes acquiring resources and coordinating the efforts of division-wide teams, state personnel and third-party contractors or consultants in order to deliver projects or initiatives according to plan. The Rehabilitation Services Director of Strategic Initiatives will also interpret the project's objectives and oversee quality control throughout its life cycle.

Position Responsibilities:

- Directs and manages projects and initiatives assigned by the Assistant Commissioner from idea through implementation.
- Directs the efforts of multiple project teams and drives teams toward solutions using a robust fact base and a hypothesis driven mindset, generates metrics to measure a team's impact and holds the team accountable.
- Facilitates technical discussions with team members to gather business requirements and translate them into technical requirements, data mapping, and enriching data from multiple sources based on business rules.
- Serves as a liaison with project stakeholders on an on-going basis.
- Defines project success criteria and disseminates them to the involved parties throughout the project life cycle.
- Effectively communicates project expectations to team members and stakeholders in a timely and clear fashion.
- Proactively manages changes in project scope, identifies potential risks and devises mitigation and contingency plans.
- Develops and delivers proposals, requirements documentation, status reports and presentations.
- Supports special initiatives including the preparation of materials for, and presentation to, internal and external stakeholders of the Division.
- Develops program-level vision, strategy, approach, and implementation plans required to achieve necessary

business outcomes.

- Facilitates the creation of business cases, program road-maps, and program governance structures to support Project Managers. Ensures the integrated scope, schedule, budget, and quality of multiple project teams.
- Identifies, tracks, and manages program level risks and issues. Serves as escalation point to resolve program issues, remove roadblocks, formulate contingency plans and communicate status to programs executive leadership team. Ensures the sequencing of projects is appropriate at the program level.
- Performs other duties as assigned.

Position Requirements:

- Bachelor's degree in public administration, program management, project management, business, information technology or a related field required. Master's degree preferred.
- 5 years of work experience developing and implementing solutions with a focus in strategy or operations. Certified Project Manager preferred.

Required Skills, Knowledge and Abilities:

- A steadfast commitment to the success of the division and every one of its clients.
- Ability to manage at all levels, coordinating with numerous departments within an organization.
- Comfort, confidence and proven success leading change.
- Excellent written and verbal communication and influencing skills.
- Ability to work independently as well as lead multiple project teams.
- Exceptional ability to build relationships with employees at all levels of the organization and perform in a broad range of environments including government and business.
- Excellent analytical, organizational, planning and problem solving skills with ability to prioritize, drive, and complete multiple projects under stringent deadlines, and respond to changing priorities.
- An excellent problem solver, able to take disparate sets of quantitative and qualitative data and drive to innovative solutions.
- An unwavering spirit of optimism, collegiality, curiosity and humility.

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov. Review of resumes will begin January 23, 2019 and the posting will close February 7, 2019. All email submissions must include in the subject line: DHS Program Director 4 – Director of Strategic Initiatives

- **Target Salary: \$85,000.** Salary will be commensurate with knowledge, skills and experience directly related to this job.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.